

To: Foster, Althea[Foster.Althea@epa.gov]; Broussard, Rebecca[Broussard.Rebecca@epa.gov]
Cc: Nattis, Randy[Nattis.Randy@epa.gov]; Ruhl, Christopher[Ruhl.Christopher@epa.gov]; Hubbard, Secody[Hubbard.Secody@epa.gov]; Allen, HarryL[Allen.HarryL@epa.gov]
From: Guria, Peter
Sent: Wed 8/12/2015 5:33:23 PM
Subject: RE: Script???

Secody Hubbard

I've copied him here.

-----Original Message-----

From: Foster, Althea
Sent: Wednesday, August 12, 2015 10:29 AM
To: Broussard, Rebecca
Cc: Nattis, Randy; Guria, Peter; Ruhl, Christopher
Subject: Script???

Rough draft of script I've been working on. You will need to engage with Weston and their call center contractor on capabilities. Not sure we can do some of the flow charting you mentioned. We engaged them quickly and did not have a change to specify capabilities. Some mention this morning of being able to transfer r9 Navajo calls to a r9 operator. Also making sure we say this line is not for emergency notification but not mention the NRC number since we don't want them to be inundated.

Pete, I didn't get the name of the contact you mentioned this morning, if you will forward the email.

RECORDED MESSAGE

In English, Navajo, Spanish: Hello

In English: Welcome to the Environmental Protection Agency's Gold King Mine Response Help Line. Please hold for an operator who will take your contact information and document your concerns. The EPA will contact you by phone, email or in person to follow up on your request.

OPERATOR SCRIPT IN ENGLISH

Good (Morning, Afternoon, Evening)

May I have your name please?

Are you calling from Colorado, New Mexico or a Navajo Chapter?

May I have your phone number?

May I have your address?

Could you tell me why you're calling?

Thank you for calling, an Agency representative will be in contact with you.

Sent from my iPad